

THE WORKFORCE INVESTMENT BOARD OF LUCAS COUNTY WIA SUPPORTIVE SERVICES POLICY

Standard

Lucas County Workforce Development Agency (LCWDA) or Subcontractor* will provide appropriate and necessary supportive services to assist customers in searching for work, participating in education and training activities and in remaining in work. Supportive services will be provided with WIA funds only to individuals who are **actively** participating in registered Core, Intensive, or Training services and will be provided only when they are necessary to enable individuals to participate in Title I activities.

1. The LCWDA will arrange when necessary immediate short-term assistance for transportation expenses so that a customer may report to a job interview or to work. This will be in the form of bus tokens or gas coupons.
2. The LCWDA will work with existing community support service networks; Federal, State and Local Government supportive services; and other sources of community assistance to provide the broadest possible array of services to our common customers.
3. This policy will address any limits placed on dollar amounts to be paid, any limits on length of time services may be provided and the payment method. The written policy must provide for exceptions to limits.

Intent

The Lucas County Workforce Development Agency administers workforce services that include payment to customers through the Workforce Investment Act. The law and regulations pertaining to each of these funding sources recognize the need to remove customers' barriers to work by providing supportive services. All of these funding streams make some supportive services available to customers who need them in order to participate in other workforce services funded by the Department. All of them make some provision to provide services to participants who have found work but need support in order to accept a job or continue to work. In every case the law states that before funding supportive services, we must be aware of other resources in the community that may provide this same support and use those available resources. Each law restricts, in some way, who may receive support services and which support services may or may not be paid.

Unless specifically stated, the Workforce Investment Board does not intend to limit supportive service payments beyond what is allowed by law. With those few exceptions the LCWDA may provide all supportive services allowed under law in whatever amount they determine is in the best interests of all their customers up to a maximum amount per customer.

*Should a Sub-contractor request support services from WIA funds they **must** follow these guidelines.

The following numbered restrictions will apply to all payments of supportive services in the Lucas County Area (Local Workforce Area):

1. **Supportive services are available only to customers who are actively participating in WIA Title I, registered Core, Intensive, and/or Training services.**
2. No “short term” or emergency payments will be allowed in the following areas:
 - Emergency/short term services (e.g., rent, utilities, food, etc.)
 - Housing, including mortgages/rent payments and related expenses
 - Other living expenses
3. WIA funds will NOT provide needs-related or continuing cash or voucher support for customers due to the limited funding.
4. The following services are generally available through other community resources. Referral to such services should be routine. (WIA funds will NOT pay for these services.)
 - Mental health services
 - Substance abuse services
 - Family violence and child abuse services
 - Medical and dental services
5. The payment level for adults will be the same as for dislocated workers except for customers residing outside LWIA, Lucas County. For individuals residing outside Lucas County, we shall follow the lower of the two county’s Supportive Service fiscal limits. Dislocated Workers who worked in Lucas County, but resided outside of Lucas County at the time of dislocation, will be treated as Lucas County residents in regard to supportive services.
6. If a registered WIA participant is unable to complete his/her training services within the **\$1000** dollar limitation, they may apply for a hardship exception for additional supportive services through their case manager to be reviewed by a team including: The client’s case manager and his/her direct supervisor, Lucas County Workforce Agency Director, and one member of the Workforce Investment Board. The team shall meet within thirty (30) days to review with the client their situation, documentation, and the validity of the client’s claim. Additional supportive services may be issued based on the decision of the team.

In the event that supportive services funds are no longer available, then supportive services must be denied to all applicants regardless of need.

Regulatory References

- **WIA Federal Register 20 CFR Part 652, 663.820, 663.825, 663.830, 663.840, definition of needs related payments.**

The following is a list of the supportive services most often needed by customers to remove barriers to work or to participate in workforce programs that will lead to work. The list is not meant to be exhaustive but to note the supportive services most often provided and any limitations in providing them. Several of these services will more often be provided through resources not controlled by the One-Stop. It is the expressed intent of the legislation controlling all of LCWDA funding that we develop working relationships with the providers of these services in order to make the full array of services easily assessable to our common customers.

Services

The following supportive services may be paid from WIA funds:

- **Child and dependent care** – May be paid from WIA funds that are in line with current State Childcare Allowances. Childcare payments will be reimbursed to the participant with daycare receipts.
- **Transportation** – Mileage may be paid with WIA funds at the current IRS mileage reimbursement rate per mile not to exceed \$6.00 per day. **WIA** Case managers will verify with monthly timesheets the days attended to reimburse travel within a 45-mile radius. This will be paid directly to the participant on a monthly basis. Car payments, insurance, repairs and purchased transportation services may also be included without any daily limits. **Additionally, bus tokens or gas vouchers (e.g., Speedway coupons) may be issued to eligible participant by LCWDA staff. The value will be counted against the transportation allowances.**
- **Work and training related expenses (e.g. tools, uniforms, interview clothing)** – May be paid from WIA funds. This could include anything to help them succeed in training courses including prevocational services. (This does not include expenses already covered in an Individual Training Account or other training contracts.)
- **Payment for vocationally necessary exams or certificates including GED** – May be paid from WIA funds.

Workforce Investment Act-Adult, Dislocated Worker

The total maximum support service allowable per Adult and Dislocated Worker customer is \$1,000 per fiscal year.

Registered WIA customers may receive supportive services paid for with WIA funds if the customer needs the services in order to participate in the Title I activity. The customer may be participating in registered, Title I, Core, Intensive or Training services but must have registered and been determined eligible. 20 CFR Part 600.300 defines a customer (“participant”) as someone “receiving services (except follow up services) under a program authorized by WIA Title I”. Since follow up is excluded in this definition, Adults and Dislocated Workers may not continue to receive supportive services once they are no longer participating in a WIA activity. Unless a customer continues to participate in some WIA activity after they go to work, supportive services cannot be provided with WIA

Adult or Dislocated Worker funds. Many customers, however, will receive job retention skills training on the job before and after placement. It is the express intent of the Board to provide employability/job retention skills training for current employees at risk of losing their jobs and new hires, particularly those with limited or poor work histories. WIA Case managers must document the need for employability/job retention skills, as well as any supportive service needs, in the customers IEP and in state and local MIS systems. WIA requires the One-Stop to make every effort in coordination with all entities that provide resources and services helpful to our customers.

Workforce Investment Act- Youth

The total maximum support service allowable per Youth customer is \$250 per fiscal year.

Youth supportive services will be at a lower level than adult as they are not the primary head of household, thus the need is not as great. If a youth is 18 or over they may be referred to an Adult program for services and registration into WIA and follow the Adult policy. Youth may continue, or begin, to receive needed supportive services during the follow up portion of their enrollment. (20 CFR Part, et al, 652, 664.450).

Youth supportive services may include:

- Linkages to community services
- Assistance with transportation
- Assistance with child care and dependent care
- Assistance with housing
- Referrals to medical services
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.

Process of Documenting Need and Coordination of Resources

Consideration of community resources – Before providing supportive services to any customer the LCWDA staff must consider what other community resources are available to provide these same supportive services. At a minimum, the WIA Case Manager must be aware of all support services offered by One-Stop Partner's Resources.

Coordination of resources must be documented in the service plan. The plan should address:

1. Which supportive services are needed and why.
2. What was done to look for community resources to provide some of the needed services and whether referrals were made?
3. WIA Case Managers must periodically review supportive service payments to customers.

4. Continuing need for supportive services noted in the original plan, any new need and any additional resources available to the customer should be reviewed.

Referral Process

In most cases, the LCWDA's **Support Service Request Form** is used for services paid by the **LCWDA**. The Support Service Request Form is also used for customer payments for transportation, childcare, or reimbursements. The Individual Employment Plan must reflect the need for the support service. **The case manager will document the Supportive Service(s) in both the State's MIS system (SCOTI/WIA) and in the physical case file.**

Supportive Services Vendor Procedure

Payment for support services may be made through a reimbursement or through a voucher (or letter of authorization) to an authorized vendor for the support services. A voucher (or letter of authorization) may be used for providing support services for individuals who are participating in WIA Title I, registered Core, Intensive, or Training services and cannot afford to pay for those services "out of pocket". Support services provided through a voucher can be used for car repair, car insurance, uniforms, clothing for an interview or job start, and vocationally necessary exams or certificates. Vouchers will only be provided to vendors who agree, in writing, to follow the established Supportive Services procedure. The vendor will be responsible to invoice the fiscal agent for payment. The vendor will not include tax in the invoice.

Payment through a voucher for car repair will require the participant to provide two (2) like estimates from two (2) separate vendors. The voucher to be written to the lowest estimate unless determined to be of lesser quality.

Payment through a voucher for car insurance, uniforms, clothing, and vocationally necessary exams will require an itemized list of items being purchased with the cost of each item. Authorization and payment for a voucher will be done according to each individual Contracting Agency's fiscal procedures.

WIA support services provided through a voucher must meet all the above criteria.